

TERMS & CONDITIONS

At Alta Bouncers, we are committed to your safety and to providing you with an enjoyable experience. Please take a moment to carefully read and sign our Hire Agreement before proceeding with booking our equipment.

1. GENERAL

1. **Scope of Contract:** This agreement covers the hire of items and accessories, as well as the sale of goods and services (referred to as "Equipment").
2. **The Hirer:** The individual, company, or organization hiring the equipment or purchasing goods is referred to as the "Hirer" or "Hirer's."
3. **Validity of Terms:** If any part of this contract is found to be invalid, it will not affect the validity of the remaining terms. Nothing in this agreement limits the Hirer's statutory legal rights.
4. **Contract Duration and Cancellation:** This contract is non-transferable and takes effect once Alta Bouncers has accepted the Hirer's order.
5. **Governing Law:** This agreement is governed by English law, and both parties agree to the exclusive jurisdiction of the English courts.
6. **Amendments:** Alta Bouncers reserves the right to make reasonable amendments to this contract without prior notice to the other party or parties.

2. HIRE FEES

1. All prices shown on product pages relate to a single day's booking.
2. Our minimum hire fee does not include fees for overnight rentals, multi-day bookings, or delivery.
3. Overnight fees can be provided upon request, but will be no more than 50% of a single day's hire. All items will be collected the following morning.
4. For multi-day bookings, the daily rate shown on the product page is multiplied by the number of days requested. Multi-day bookings do not carry an overnight fee.

3. PAYMENT

1. A non-refundable deposit of £25 is required to secure your booking. No dates will be held until this deposit is paid.
2. The remaining balance (total hire costs less deposit) must be made in full 7 days prior to the hire date. No hire will be completed unless full payment has been received by Alta Bouncers.
3. Alta Bouncers reserves the right to cancel any booking if the deposit or full payment is not received within the specified timeframe.

4. DELIVERY & COLLECTION

1. Delivery and collection times are approximate but Alta Bouncers will endeavour to arrive at the time outlined in your booking. If we are delayed by more than 10 minutes, we will do our best to contact you.
2. The hirer must allow Alta Bouncers 45 minutes for both setting up and packing away the hired equipment.
3. The hirer must ensure that no items are partially or fully packed away by anyone other than an Alta Bouncers team member. All hired items must be inspected by an Alta Bouncers team member upon arrival before packing away begins. Any damage caused by a third party attempting to pack away equipment will incur charges according to the damage fees outlined.

4. Alta Bouncers cannot be held liable for any additional costs incurred by the hirer if our arrival time differs from that specified on the booking
5. In the event of a delay to our schedule during delivery or collection caused by the hirer's error (such as restricted access or no response at the venue), an additional fee of £25 will be charged, along with £10 for every 15 minutes of delay.

5. SPACE

1. It is the responsibility of the hirer to ensure the below:
 - i. Safe, adequate, and suitable access must be available for Alta Bouncers to deliver and remove the hired items
 - ii. Safe, adequate, and suitable space must be provided for the setup of hired items. This space should be level, flat, clean and free from anything that could cause damage to the hire items or pose a risk to anyone's safety
2. Alta Bouncers cannot take bookings for delivery to public or communal land, including shared gardens, or any council-owned or privately-owned land without the landowner's express written consent, provided on headed paper with their full contact details
3. This written consent must be provided to Alta Bouncers no later than at the point the final payment is made (7 days prior to the hire date)
4. It is the hirer's responsibility to ensure that appropriate security, crowd control, staffing, and line attendant measures are in place before and throughout any public event. We strongly recommend arranging fencing around the equipment when it is in public areas.

6. INSTALLATION

1. The hirer must be present at delivery to inspect the condition, cleanliness, and functionality of the items, and to receive any required instructions or safety briefings from Alta Bouncers
2. If the hirer wishes for another person to take delivery of the hired items on their behalf, they must notify Alta Bouncers of this by email, providing the nominated person's name and contact number. The responsibility of the booking will remain with the hirer
3. Alta Bouncers will set up all hired items in the agreed location and will not move once these are in place and erected. Inflatable equipment will only be located on ground level/floor
4. It is the responsibility of the hirer to ensure that the venue/location has mains electric power supply within 25 metres of where any equipment requiring power is located
5. The hirer must not attempt to move, relocate, or reposition the equipment under any circumstances, as this could compromise its safety and pose a risk of injury.

7. EQUIPMENT

Ownership

1. All equipment hired from Alta Bouncers remains its property at all times
2. Ownership of any goods you purchase from us transfers only upon receipt of full payment
3. The company reserves the right to use any images or photographs of our equipment or services, regardless of who captured them or where they are displayed. These images may be used in future marketing campaigns, product promotions, or other related materials, without the need for prior consent. This applies to images taken by both the company and third parties.

Loss of Equipment

1. Any equipment that is not available for inspection or collection Alta Bouncers will treat as lost
2. You will incur a penalty charge covering the equipment replacement cost and lost revenue from any future bookings that cannot be fulfilled

3. You will also incur a daily charge made up of the standard daily hire rate for the item(s) plus £25, multiplied by the number of days from the hire date until the penalty charge and associated costs are received by Alta Bouncers.

Security

1. The hirer shall be fully responsible for the security of all equipment until collected by Alta Bouncers
2. The hirer agrees not to sell, transfer, alter, repair, or modify the equipment in any way.

8. BOOKING AMENDMENTS

On rare occasions we may need to make changes to the booked equipment such as in the event of damage, we will make every effort to provide a substitute that is as similar as possible to what you originally hired, or offer an item of greater value. While we understand this may be disappointing, please know it will be due to circumstances beyond our control.

Any modifications made by the hirer that involve removing a product or changing the date may incur additional charges.

Product Changes

1. The hirer can remove or exchange items from your booking by contacting Alta Bouncers. Depending on the size of the change, Alta Bouncers reserve the right to charge up to 50% of the price difference if the total hire cost is reduced.

Date Changes

1. Changing the date more than 14 days before the hire date, to a new date which is within the next 6 months will incur no additional fee. Any new date requests beyond 6 months from the original hire date will result in the booking needing to be cancelled, where cancellation charges detailed under the Cancellation section may be applicable
2. Changing the date less than 14 days before the hire date, to a new date which is within the next 2 months will incur no additional fee. New date requests beyond 2 months from the original hire date will result in the booking needing to be cancelled, where cancellation charges detailed under the Cancellation section may be applicable.

9. CANCELLATION POLICY

At Alta Bouncers, we appreciate that plans can change, and you might need to cancel or amend your booking. Our cancellation policy below outlines the key details, including any fees or refunds that may apply. Please be advised that this cancellation policy applies to every booking.

Cancellation by Alta Bouncers

While it is extremely rare for us to cancel a booking, certain circumstances may occasionally arise, such as:

1. If we are forced to cancel due to circumstances beyond our control such as a vehicle breakdown, equipment failure, theft, illness, or other unforeseen events we will issue a full refund or offer the option to reschedule at no extra cost
2. If the hirer fails to provide accurate information in relation to the delivery address, intended use and/or users, or intended surface type, they will be liable for the full hire cost and no option to reschedule to another time or date will be offered. Accurate information must be provided at the time of booking
3. If we are forced to cancel due to the customer's failure to ensure the site is appropriate for the hired items, for example: insufficient space, narrow paths or unsuitable entry/exit access, unsuitable surfaces, hazardous obstructions, or animal mess the customer will still be liable for the full hire cost

and an no option to transfer to another time or date. The person making the booking is fully responsible for ensuring the site is suitable

4. In the event of bad weather (please see Weather Policy), we are happy to accommodate the moving of your booking indoors or to another day up to 6 months (subject to availability) after the original hire date. If you choose not to reschedule your booking, no refund will be provided
5. In the event that no adult aged 18 or older is present at the time of delivery to assume responsibility for the equipment.

Cancellation by the Hirer

We understand that plans can change, and you may need to cancel your booking. If you do, the following cancellation charges will apply:

1. If cancellation is made more than 28 days prior to the hire date no charge will be due
2. If cancellation is made 14 – 27 days prior to the hire date a cancellation charge of 50% of the remaining balance will be due. An invoice will be issued and payment is due within 7 days of invoice date
3. If cancellation is made less than 14 days prior to the hire date the full remaining balance will be due. An invoice will be issued and payment is due within 7 days of invoice date.

In addition to these cancellation charges mentioned above, the hirer will also forfeit the deposit specified in the Payment section.

All booking amendments or cancellations must be submitted by email from the same address used to make the original booking. Any changes communicated via phone calls, text messages, or voicemails will be confirmed by Alta Bouncers via email, and a response from the customer is required. If no response is received, the booking will not be cancelled and will remain subject to our cancellation policy.

10. WEATHER POLICY (Applicable to Outdoor Bookings only)

In the event of severe weather, including high winds, heavy rain, or extreme heat, we may need to cancel your booking to protect the safety of users, the public, and our staff.

On the day of the booking, we will be in contact with you to determine whether the current weather conditions are suitable for our equipment. Although we allow our inflatables to be outside in the rain, if rain is expected, we will discuss with you the possibility of adjusting the drop-off and collection times to avoid the weather.

Our decision regarding the suitability of conditions is final. Should you wish to move your hire indoors, meaning a change to the delivery address, an additional delivery charge may be incurred. No refunds, either partial or full, will be issued if the hirer cancels.

1. In the event of heavy or continuous rain throughout the day, we may cancel the booking. You will be offered the option to reschedule for a new date, within 3 months of the original hire date. No refunds, either partial or full, will be issued
2. Bookings will be cancelled by us if winds are forecasted to exceed 24mph; this is a legal requirement as per Health and Safety Executive (HSE) guidelines. Our decision regarding the suitability of conditions is final. Should you wish to move your hire indoors, meaning a change to the delivery address, an additional delivery charge may be incurred. If no alternative venue is available, you will be offered the option to reschedule for a new date, within 3 months of the original hire date. No refunds, either partial or full, will be issued
3. In some instances, we may be able to deliver the equipment despite extreme weather forecasts. Each venue will be assessed on a case-by-case basis. An example of this type of situation which can be risk assessed: if the forecast predicts rain, but it is dry at the time.

11. MEDICAL CONDITIONS

1. Alta Bouncers will not be held liable for any pre-existing medical conditions that are worsened by the use of any item hired from Alta Bouncers
2. Alta Bouncers recommends that anyone who feels unwell, has a heart condition, is pregnant, is on medication, or has any physical condition that may be worsened by using Alta Bouncers' items, should consult their doctor, consultant or health practitioner and obtain their written consent before using any item hired from Alta Bouncers.

12. ACCIDENT, INJURY OR LOSS

1. Alta Bouncers will not be held liable for any accident, injury, loss, or death, regardless of the cause, except in cases where negligence on the part of Alta Bouncers is proven
2. As the hired items will be under the possession and control of the hirer, any liability for accidents, injuries, or other losses lies with the hirer. It is strongly recommended that the hirer arranges adequate public liability insurance to cover their liability resulting from the use of items hired from Alta Bouncers.

13. ANCHORAGE

Natural Grass

All inflatables hired outdoors will only be set up on natural grass. Alta Bouncers reserve the right to refuse setup if the ground is not firm enough to securely anchor the inflatable and is therefore deemed unsuitable.

European Standard: 4.2.1 Anchorage

The inflatable shall be provided with an anchorage and/or ballast system and any necessary accessories enabling the inflatable to be securely fixed to the ground. Each inflatable shall have at least six anchorage points. The number of anchorage points shall be calculated in accordance with Annex A. They shall be distributed around the perimeter of the inflatable (see also 4.2.3) and shall be fitted with metal ends. The maximum wind-speed in which inflatables shall be used outdoors is 38 km/h (Force 5 on the Beaufort Scale); see Annex B. When used outdoors, the inflatable shall be secured to the ground, preferably with ground stakes where the ground is suitable. Each anchorage point on the inflatable and all of the components of the anchorage and/or ballast system, e.g. ropes, webbings, metal attachments, stakes, weights, shall withstand a force of 1 600 N. The direction of the exerted force shall be at an angle to the ground of 30° to 45°. Ground stakes shall incline away from the direction of the exerted force. Ground stakes shall be a minimum of 380 mm in length and a minimum of 16 mm in diameter and their tops shall be rounded. The system shall expose no more than 25 mm of the stake above ground level (see Figure 3). When the inflatable is used indoors, the anchorage and/or ballast system should be used, when necessary, to maintain stability. There is no minimum requirement for force resistance indoors.

14. LIABILITY RESTRICTIONS

Alta Bouncers liability does not extend to claims made by the hirer for any unexpected financial loss due to late or non-delivery, unsuitable equipment, breakdowns, stoppages, or lawful repossession.

15. TERMS OF USE: APPLICABLE TO HIRE OF ALL EQUIPMENT

1. It is the hirer's responsibility to ensure that the equipment is supervised by a responsible adult (must be over 18 years old) at all times. This person must not be under the influence of alcohol or drugs

2. Unless the hirer has rented adult-grade equipment, adults should not use any of the hired equipment. The equipment has an age limit of 12 years old inclusive, or a maximum height/size limit as stated on the item
3. Always ensure the hired equipment is not overcrowded and that the number of users does not exceed the age and size guidelines stated on each applicable item (usually on the front step or side of inflatables)
4. It is advised that children of different ages do not use the hired equipment at the same time to avoid the risk of injury
5. Do not allow users to engage in boisterous behaviour such as; pushing, colliding, fighting, or acting in a way that could injure or distress others
6. To prevent choking hazards and avoid mess, no food, drinks, or chewing gum are allowed on or near the hired equipment. If upon collection the equipment is in a dirty/stained condition from food, drink or mud a cleaning charge of £100 will apply
7. Before using the hired equipment, all footwear, glasses (where practical), earrings, jewellery, badges, belts, toys, or any other hard, sharp, or hazardous items that could cause harm to others or damage the equipment must be removed. This also applies to anyone walking across the safety mats, shoes must be removed. Any damage will be charged at £100 plus the full cost of repair
8. Silly string, face paint, party poppers, streamers, glitter, confetti/filled/glitter balloons, bubbles, sand, all art supplies (such as pens, pencils, crayons, glue, playdough, plasticine) and henna are strictly prohibited on or near the hired equipment, as the dye stains the equipment. A cleaning charge of £100 will apply if the equipment is returned damaged or soiled. If the equipment cannot be cleaned, the full replacement cost will be charged
9. The use of water, including hosepipes, sprinklers, water bombs and water guns, is strictly prohibited on the hired equipment. A drying charge of £100 will apply if the equipment is returned wet, which hasn't been caused by rain
10. Do not attach anything to the hired equipment including (but not exhaustive); tape, Blu-Tack, posters, photos, banners, balloons, or labels, as this may cause damage. Any damage will be charged at £100 plus the full cost of repair
11. Smoking, barbecues, any open flames, or pets are strictly prohibited on or near the hired equipment
12. No individuals under the influence of alcohol, drugs, or any other intoxicating substances are allowed to use any of the hired equipment
13. We are covered by full public liability insurance for any failure of our hire equipment only. Any claim made will be subject to an excess, which the hirer will be liable for
14. The hirer is responsible for checking the dimensions of the equipment and ensuring it can be safely set up in their chosen location. Additionally, the hirer must ensure there is adequate access for delivery and collection of the hired equipment, and that a power point (if applicable) is located within 25 meters of the equipment

16. TERMS OF USE: APPLICABLE SPECIFICALLY TO HIRE OF INFLATBALE EQUIPMENT (in addition to section 15)

1. It is strictly prohibited for both children and adults to be using the inflatable at the same time as this can cause injury
2. Performing somersaults, front & back flips on the inflatable is strictly prohibited
3. Climbing, hanging, sitting on the walls is strictly prohibited, as it poses a significant safety risk and may result in serious injury, as well as damage to the inflatable
4. Running forcefully from side to side into the walls is strictly prohibited, as it poses a significant safety risk and may result in serious injury, as well as damage to the inflatable
5. For safety and hygiene reasons, socks must be worn at all times while using the inflatable, and any exposed skin should be covered to reduce the risk of burns
6. Do not allow anyone to bounce on the front safety step as they could bounce off resulting in injury. The front step is intended solely to assist users getting on and off the inflatable

7. Safety mats must be regularly checked and adjusted to ensure they are correctly positioned at the entrance and exit points of the inflatable
8. The entrance and exit of the inflatable must be clear of obstructions at all times
9. Ensure that no one with a history of heart, back, or neck problems, high blood pressure, joint or bone weaknesses, or any medical condition that could be aggravated by using the equipment, as well as anyone feeling unwell, uses the inflatable
10. In the event of rain, the inflatable must remain inflated. This will prevent the inflatable becoming flooded and being unusable for the remainder of your event. Both the blower and the electrical socket should be covered with waterproof items; such as a plastic table placed over the top of the blower and a bag to cover the socket
11. The inflatable should not be used if the jumping area becomes wet. If there is no shower cover fitted, the inflatable should not be used in the event of rain. Any wetness, including bubbling (which is normal) can be dried with a towel once it has stopped raining
12. All outdoor hires will be provided with an anemometer whereby the hirer is responsible to regularly check and record wind speeds. In the event of wind speeds exceeding 24mph, or 21mph in an open area, all users must be removed from the inflatable immediately and the blower turned off
13. Do not allow anyone to be on the inflatable during inflation, deflation, or while it is deflated
14. Children should be warned about the tie down/anchor points (if applicable) and informed that the area behind the unit, where the blower is, is out of bounds
15. Anchorage should be regularly checked for any signs of loosening. In the event of any loosening, please ensure all users get off the inflatable immediately and remain off until the equipment has been made safe
16. The blower should never be switched on/off whilst the inflatable is in use
17. The blower should be checked regularly to ensure it remains securely in place
18. In the event of equipment failure, please ensure all users get off the inflatable immediately and calmly. Check that the blower tube has not become undone/detached, that anything is on the blower which could be obstructing the airflow and the deflation zips (usually at the back of the inflatable) are still closed. If all checks appear ok, please switch the blower off at the mains and call us
19. No unauthorised person should move, relocate or reposition the inflatable, tamper with the electrical equipment, or interfere with any safety features or components essential to the equipment's function
20. In the event of any injury requiring professional medical treatment, Alta Bouncers must be informed as soon as possible. Treatment must be sought within 2 hours of the injury occurring and a detailed report of the incident and treatment must be provided to us
21. The inflatable must be kept clean, undamaged, and in good condition. If it becomes soiled or damaged, the hirer will be charged for cleaning costs and any loss of earnings if the inflatable is out of commission

Upon delivery of the hired equipment, you will be required to read and sign a copy of the above Terms of Use (sections 15 & 16) and our disclaimer.